

# The DEScriber



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## In Brief

The Arizona Department of Economic Security is one of 17 states to receive an award of \$500,000 to process employment reporting over the Internet. This is the culmination of a national competition for the 2001 Unemployment Insurance Remote Implementation Award.

## September 11 Touches DES

### Messages From DES Management Team

"In the wake of the tragedies of September 11, I grow increasingly impressed with our collective character and spirit as a people. The many examples of courage, determination, hope, and humanitarian support from Americans of all walks of life make me incredibly proud of our great nation."

John L. Clayton, Director.

"Disbelief, horror, and sorrow are the emotions we all experienced as the events of September 11 unfolded. Slowly, those emotions are being replaced by ones of renewed patriotism, sense of community and uncertainty about the future. It is my hope that this terrible event will result in our rededication to the principles upon which our nation was founded, with special attention to ensuring that all U.S. residents can enjoy our freedoms without fear of persecution on the basis of race or religion."

"It is still difficult to comprehend what happened on September 11th. I haven't sorted out my initial reaction or my feeling now. I'm not sure any of us really know how deeply and permanently we have been affected. The one thing I know is that there is no good in assigning blame. The most troubling responses are those that focus on what we should have done or how we should have been. We must go forward with the strength of our freedom and diversity, and do whatever we can to prevent a future tragedy."

Bruce Liggett, Deputy Director.

"No one is unaffected by the tragic events of September 11. Profound sadness, grief and anger are normal reactions and we all continue to feel anxious about our safety as individuals, families, communities, and as a nation. Acknowledging our feelings and talking about them with others will help us through this. I feel assured because we in DES have a remarkable history of rising to the occasion to assist both ourselves and others in crisis. We remain united in our diversity."

## Director's Column

*By: John L. Clayton*

Since October 1, 2001, with the implementation of Proposition 204 we have a new stakeholder at DES - the health care industry. As you are aware, the voter approved initiative expanded Medicaid coverage to all individuals and families with incomes below 100% of the poverty level. It also transferred the responsibility for determining eligibility for medical assistance from all 15 counties to DES. This has impacted the entire department.

More than 600 county employees are now DES employees. Additional offices have been opened and our staff are also located in over 50 hospitals and medical clinics statewide in order to process reimbursement for medical services to the health care industry. These medical facilities will in essence become new DES offices and people will be able to access our services while in the hospital.

I appreciate the incredible effort DES staff have made to prepare for and to implement this huge undertaking. It is another example of how all of you accepted the challenge and again rose to the occasion. I also want to thank the county employees who took part in this effort and to welcome all of you to DES.

The continuing challenge for us is not only to continue to care about the individuals and families that need the many services we have been responsible for providing, but now to also be concerned about people in hospitals who need treatment and care.

**It is another  
example of how  
all of you accepted  
the challenge and  
again rose to the  
occasion.**



Director Clayton with some of the staff who made Proposition 204 a reality.

September 11th from page 1



"Shock was my first emotion the morning of September 11 when I awoke to the news about the first crash into the first tower of the World Trade Center. Disbelief, anger, anxiety and an incredible sadness were my reactions to seeing the second crash occur live during the news report. Now, I cry when I hear our patriotic songs and realize the true meanings of the words 'freedom' and 'America the beautiful'. As a country we will never be the same, as a people we must come together for the families that lost so much, and for a nation that lost its innocence. Be kind to one another for tomorrow is not promised to anyone."

Mary Lou Quintana Hanley, Assistant Director.

"The September 11, 2001 attack made every American a vulnerable child or adult. Let's use these difficult times to inspire ourselves to defend what is worth defending and to promote that which makes our country special."

"I offer my personal condolences to all of those within our DES family who lost a friend or a loved one as a result of those terrible events. Words alone cannot adequately express the depth of my sorrow. This is a terrible loss not only for our nation but the entire world. However, I have faith in the American spirit and I know that we will find the strength to persevere."

Anna Maria Chavez, Deputy Associate Director.

"The recent events have been extremely difficult for many of us. Thanks to all of you who have continued to do an already difficult job through this trying time. We have seen the staff in this division pull together in time of need over and over again throughout the years. Thanks for this and so much more."

Vince Wood, Assistant Director.

"The tragic consequences from the terrorist attacks in New York and Washington will have lasting impacts on the nation and our state. The images of destruction and loss of lives, as well as the outpouring of unity and aid, will be embedded in the heart of all Americans. The events had a unique effect on me as, at the very time of the attacks, I was waiting at Sky Harbor to depart to a meeting in Seattle when the airport closed down. My deepest sympathy goes out to the victims of these events and it is my sincere hope that Department staff find any families or friends in these areas safe and without harm."

Tom Colombo, Acting Assistant Director.

"We all work in this country to enjoy the freedoms and benefits of an open society that accepts the diverse nature of our community. We all need to recognize, and be sensitive about, our comments and actions in the workplace. The rights of each and every individual must be respected."

Bob Buse, Acting Assistant Director.

"The metal of our country has been tested. Planes were crashed, buildings destroyed and many lives lost. Through the twisted wreckage a new spirit of patriotism has emerged. America stands stronger, prouder and united in the spirit of a brotherhood whose strength grew of tolerance for individual beliefs."

Benidia A. Rice, Assistant Director.

"The tragic events of a few weeks ago leave all of us feeling vengeful, vulnerable and fearful for the future of our families, friends, relatives and the nation. However, DES management remains committed to not allowing this event to deter us from our mission of providing services to Arizona's citizens and families in need. We must keep in mind that regardless of our economic condition, color, race or religion, we are all in this together. I believe if we stay true to these beliefs, we as a society and as a nation will triumph in the end."

Van Braswell, Assistant Director.

# Outlook

## More than an E-mail Application

By: Richard Porterfield

### Tasks

The Outlook Task manager should be used for more than a daily "Things to Do" list. It can be used to track your assignments as well as to track tasks that you have assigned to others. Tasks can and should be used to manage your time and priorities.

### The Basics

To create a task, select **File**, **New**, and **Task** or left-click on the **New Task** button or the **Task** icon on the Office Toolbar. [Or for those of you that hate the mouse, press **Ctrl+Shift+K** while in Outlook.]

Use as many of the Task data fields as needed:

**Subject** – Always provide a brief, informative subject line.

**Due date** – Should be required if you wish to manage your time and priorities. This date will help you plan your assignments or if you assign the task to another, it will establish your expectations for completion.

**Start date** – If you are tracking when you get an assignment and how long it takes you to complete the assignment, then fill this in.

**Status** – This will help you or the assignee track its progress. Options are 'Not Started' (the default), 'In Progress', 'Completed', 'Waiting on someone else' and 'Deferred'.

**Priority** – Self-explanatory. Options are 'Low', 'Normal' (the default) or 'High'.

**% Complete** – Not required, but very helpful if the project (task) has various stages required for completion. The assignee can keep track of progress made. Note: As one changes this percentage, the status automatically changes from 'Not Started', to 'In Progress' (1 to 99%), and finally to 'Completed' (100%).

**Reminder** – Checkmark this box and update the date and time (default date and time is set to the Due date, entered above, and your starting time (from your calendar settings). This is very useful - After you start Outlook, you'll receive notices (reminders) of all the tasks that are due during the day. This feature is turned off if you assign the task to another.

**Comments** – It is very helpful to include information in this free-format area. You can enter comments and continue to append additional comments as the task progresses to completion (for example, add the date and time you had discussions or meetings and their results). You can attach other messages and notes in this area that relate to the task.

**Contacts** – A way to keep track of other persons involved with the task. Contacts can be selected from our Exchange Global Address List or from your individual Contacts List.

[In Outlook 97/98, this field will be shown on the Details tab.]

**Category** – Can be used to separate your tasks. You can separate tasks between business and home (pick up the kids). There is a long list of predefined categories, but you can also define new categories to group related tasks to one major project, etc.

**Private** – If you don't want this task to be "seen" by anyone else, then check marking this box will "hide" the task.

### Recurring Tasks

Like appointments, tasks may occur periodically. For example, 'Submit status report to management' may occur each Friday or at the first of each month. I don't believe that there is a recurrence pattern that Outlook won't handle.

Have you ever forgotten to complete your timesheet, turn in your travel claim or provide your status report to your boss? If so, then Task Recurrence is a must.

### Assigning A Task to Another

This is one of the best features available for a supervisor. It provides an easy way to assign tasks/projects to subordinate staff and to track their progress.

Here's how it's done. Fill out

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## Outlook from page 4

the task data fields as you would normally and then click on the Assign Task button.

You will be presented with a few additional data fields:

**To** – either type in the name of the person you wish to assign the task or click on the ‘To’ button to select the assignee from the list. If you assign the task to more than one person, then you will not be able to track its status with a copy in your own task list. I do not recommend assigning tasks to multiple individuals.

**Keep an updated copy of this task on my task list** – if you check this box, then the task will remain on your task list but show that it is “owned” by the person assigned. This is great to keep track of assigned tasks (who did you assign that task to complete?).

**Send me a status report when this task is complete** – if you check this box, then you will be notified with a message when the task has been completed. You will also be notified by message if any of the data fields are updated (for example, if text is added to the comments area or if the % completed is updated).

These checkmark boxes are very important to the supervisor. As a supervisor, I am kept informed on employee assignments without making them write an additional status report.

Note that you can assign tasks to subordinates, your boss or your

peers. In fact, a task assigned to you can be reassigned to another as responsibilities change. And, unfortunately, my staff has discovered this feature. Whenever, they want me to do something for them – setup a meeting with the insurance representative or provide more details about an assignment, they assign me a task or reassign a task that I assigned them.

Using tasks will, hopefully, help



prevent “things to do” from falling through the cracks. It will assist you to organize your assignments and facilitate communications between you and your boss, peers and subordinates to ensure tasks are completed as expected.

### Accept or Decline?

When you receive a task, you can accept or decline it. If your boss assigned the task to you, then I would not recommend that you decline it. On the other hand, if you receive a task and do not understand the expectations or cannot complete the task by the due date, then I suggest that you decline the task providing comments as to why the task was declined (my staff have done this to me before). Your comments will be re-



turned to the task assigner.

Declination of a task should not be considered insubordination, but just a request for clarification. The assigner can then provide the additional information needed (change the due date, if necessary) and reassign the task to you, again, or to another.

In either case whether you accept an assigned task or decline it, you will be given the opportunity to respond (and add your comments) to the assignee.

### Viewing your Tasks

You can view the tasks that you create and those assigned from the **Outlook Today** screen or by viewing the **Task List**. Overdue tasks are shown in Red (oops!).

The **owner** (only useful if you assign tasks) of the task will not show unless you customize the default current view. To change the task list current view make sure you are on the Tasks screen, then select **View, Current View, and Customize Current View...**

In the View Summary, click on the **Fields** button, add the **Owner** field and save the setting changes (click on OK). You should experiment with these settings (views) to

# TOP OF THE NEWS

## 2001 PRIDE Leads

By: Emily Cantelme

The PRIDE program is pleased to announce the new PRIDE leads:

- DO/DPPD - Keisha Branham/Connie Slusser. (602) 542-5432
- DTS - Karen Herndon. (602) 271-0099
- DBF - Marie Escoto. (602) 271-4891 X 7600.
- DESS - Jzulie Matin. (602) 229-2803
- DDD - Andrea Childs. (602) 542-0419
- DBME - Jack Mendivil. (602) 542-7596
- DCYF - Wendy Bergsman. (602) 542-2552
- DERS - Theresa Sumner. (602) 542-4910
- DACS - Ray De La Rosa. (602) 542-6440
- DCSE - Bertha Arenas. (602) 274-7646



We would like to take this opportunity to remind you about the services that we provide to the department:

- Retirement Program - effective July 1, 2001 any DES employees who are officially retiring from the State (with five years vested) can now select an award from the PRIDE retirement brochure.
- Community Service Award Program - Any DES employee can submit names of DES employees who have done volunteer work in the community.
- Professional Development Award Program - Any DES employee can submit names of DES employees who have recently completed an educational course.
- Employee "On the Spot" Awards Program - Any DES employee and Community Services Provider/Stakeholder can complete the award.
- Career Achievements Award Program - All DES employees at five year increments to celebrate their years of service.
- Employee of the Month, Employee of Quarter and Employee of the Year program - Any DES employee or non-DES employee.
- Birthday Cards from the Director - Any DES employee will receive.

The PRIDE committee published the new logo (shown above) and a new "PRIDE on the Spot" award form. The form can be obtained from your division's PRIDE leads.

If you would like to receive more information about this program, please contact DES PRIDE Coordinator Emily Cantelme at: (602) 229-2780 or Margo Hampton, PRIDE Staff Assistant at: (602) 229-2780.

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without all of the facts. This can be dangerous. While it's true that there will be situations where we can't afford the time to gather all of the facts, it's important to minimize those times.

Speaking with facts is one of the fundamental principles of Total Quality Management. It is also one of the DES Guiding Principles. It's a simple concept. It means that before making decisions, we take the time to research a situation, learning about all aspects of it.

For example, you might perceive that there is a problem with

the quality of the copier paper. You've opened up several reams and found the paper to be stained. You might go to your supervisor and inform him that he needs to return the last shipment of copier paper to Office Max because it's all stained. Your recommendation might further include that he contact Purchasing to inform them that your administration requests a credit for the entire shipment. This may, or may not, be the best course of action. You can't be certain, if you haven't gathered all of the facts.

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The better approach would be to gather all the facts. In doing so, you might find out that five of the last six shipments of copier paper had in-

cluded three or four reams of damaged paper, which had been unusable. If that were the case, you would be providing your supervisor with facts which can be used to demonstrate the extent of the problem and what it has cost.

But what if the facts were that up until yesterday there had been no problems with copier paper. What if the fact was that the paper had been damaged in your office when someone was pouring water into the coffee maker and accidentally spilled it onto a new box of copier paper?

Speaking with facts is not always easy; it requires work, but it is

## Employees Charitable Campaign

The 2001 DES State Employees Charitable Campaign (SECC) is off to another terrific start. Our DES goal for 2001 is \$332,887. That's about a 5% increase over last year. We know that by giving hope to others, we help build better, stronger and safer neighborhoods for all.

Last year, about 35% of the DES employees contributed over \$317,000 to help over 500 different health and human service agencies. With that money, the homeless found shelter, kids stayed in school and out of gangs, the elderly received medical care and those in need of employment found new job skills and achieved self-sufficiency. As

you can see, many of the organizations that are supported by your SECC donations help to serve the same families and individuals that we at DES provide assistance to.

Circumstances like these touch the lives of so many of our employees. Someday, they may affect you or a

loved one.

All SECC contributions are welcome, no matter how large or small – it is the accumulation of everyone's donations that makes our campaign so successful. Do you realize that if **all** DES employees were able to pledge just \$2 per pay period; that's \$1 per week, DES alone would raise about \$480,000 to help create smiles, brighten futures and save lives! Making a contribution is easy, just fill out a pledge card and return it to your SECC Division Team Leader today.

If you have any questions about the campaign, please contact Barbara



## Can you apply for AHCCCS?

As a result of the passing of Proposition 204 in the November, 2000 election, AHCCCS family medical coverage has expanded.

Beginning July 1, 2001, both adults and children may be eligible at the maximum monthly income limits.

Family Size	Approximate Maximum Monthly Income
1	\$ 716
2	\$ 968
3	\$ 1,219
4	\$ 1,471
5	\$ 1,723
6	\$ 1,974
7	\$ 2,226
8	\$ 2,478
9	\$ 2,730
10	\$ 2,982

Income valid for April, 2001 to March, 2002

Please note that income deductions may be subtracted from the gross income, allowing a family to qualify.

For more information, please contact the Family Assistance Administration (FAA) Information and Referral at: (602) 542-9935 or 1-800-352-8401 or the nearest FAA local office.

Note: This information **does not** guarantee eligibility for medical coverage. It is designed to

## Woman of Distinction: Connie Shorr

The Arizona chapter of the Crohn's and Colitis Foundation of America (CCFA) held its annual awards ceremony to honor women whose professional achievements and active roles in the community have made them leaders. Proceeds from the event benefits CCFA, funding national research and local education programs for the disease. This year Connie Shorr was selected to be honored.

Connie administers a statewide child care program to assist low-income families and works to enhance the equality of child care through Arizona's Department of Economic Security Child Care Administration. Shorr has been instrumental in improving training for child care providers and has worked to obtain higher wages for nationally accredited child care providers.

## Get Your Benefits Update on-Line [employeeexpress.gov](http://employeeexpress.gov)

ADOA is excited to announce that we will be automated this year for faster service and self-service functionality with technology. Go to: **[www.employeeexpress.gov](http://www.employeeexpress.gov)**

To check your accessibility and browser configuration, look for the colored buttons at bottom of page.

If the Yes box has a green check mark you will be able to access the information, if not you need to download the proper browser from [microsoft.com](http://microsoft.com) or [netscape.com](http://netscape.com) for free. Computers will be available throughout DES for employees to use during work hours to fill out the GI-1 forms.

Arizona is the first State to partner with US Office of Personnel Management-Technical Service Center in Macon, Georgia, for on-line service for the low cost of 12cents per employee, per month.

Employees will receive a PIN number mailed to the home address in July. This PIN number can be used year-round to check on retirement, insurance, short-term disability, dependents, AMRA/DCRA and flexible spending account, years of service, etc. It is important that DES have the current address of each employee for this mailing to reach their home address. If the employee doesn't receive the PIN, contact the insurance unit with the Personnel Office.



# OSI Receives The Criminal Justice Innovation Award

This year marks the Second Annual Criminal Justice Innovation Awards program sponsored by the Arizona Criminal Justice Commission. The caliber of programs submitted for the first-ever Innovation Awards demonstrated a high degree of collaboration, innovation and dedication for creating safer, stronger communities throughout the State of Arizona.

The Office of Special Investigations (OSI) is a Criminal Justice Agency. One of its units is a Peace Officer Standard and Training (POST) certified section. OSI is responsible for the investigation and prosecution of welfare fraud.

One peripheral responsibility is to assist any Federal, State or Local Law Enforcement agency by providing information and if available photographs of individuals in households receiving welfare benefits. Qualifying requests include: Those fleeing to avoid felony prosecution; or joint investigations involving food stamp benefits.

The implementation of two new and innovative programs in recent years has significantly improved the ability for OSI to provide better information to Law Enforcement. Electronic Benefit Transfer (EBT) and the Arizona Finger Imaging Project (AFIP) have been responsible for significantly enhancing the quality of information that we can provide.

This program is entitled The Law Enforcement Liaison Program of OSI.

Between January 2000 and February 2001 Phoenix OSI responded to 8607 requests for information from Law Enforcement. In the past 3 years there has been an increase of 240% in requests and 62% decrease in investigators available to respond to the requests. In addition to the ever-increasing number of requests for information from police, approbation has been received also. The FBI reported that 80-85% of their joint agency task force apprehensions were due to assistance received from OSI. DPS stated that the liaison program is beneficial to their research and recovery efforts. Hawaii's Department of Health and Human Services commended our investigator for obtaining "evidence pivotal in the prosecution" of their subject. Glendale's Police Chief praised the program for assistance with a six year old case involving a missing 13 year old girl. Pinal County too has praised the OSI Law Enforcement Liaison Program.

The ability to provide critical, pertinent and accurate information to the Law Enforcement community, promptly and efficiently, to enhance their efforts, is the most significant impact.

The process for submitting requests and providing responses has been expedited. Agents calling

from cell phones while in the field can obtain information. OSI can use our Subpoena Duces Tecum to obtain evidence and documentation. Requests are usually submitted by FAX. Regardless of the method of the request, authorized requests receive the best possible customer service that OSI can provide. When confidentiality restrictions impose limitations regarding the release of information, investigators have made personal contact with witnesses or other subjects to attempt to obtain voluntary response to Law Enforcement.

Applicants for welfare benefits provide residential information in order to be eligible. They are photographed as a part of the process. This information is usually valid because they want the benefits to reach them. They will evade the police but not benefit programs. Data on employers and wages are available through Unemployment Insurance records. This information is also very useful to pursuing Law Enforcement Investigators. EBT data can pin-point where individuals are shopping. The color photographs provide current images of wanted individuals. Under special circumstances the finger images taken from applicants are also available. This resource provides the Law Enforcement community with a wealth of pertinent data that is invaluable in the apprehension of wanted felons. It is not uncommon to discover that wanted subjects are not eligible for benefits due to their

## Career Achievements

### 20 Years:

Karla Briggs, DCYF; Charlott Chee, DBME; John Erstad, DBTS; Lisa Hornaday, DESS; Rita Kidd, DBME; Rosa Maldonado, DCYF; Kathryn Mello, DDD; Marita Mutchek, DBTS; Caroline Paxton, DDD; Pama Tucker, DCSE; Norman Wisbaum, DACS; Georgia Campbell, DBTS; Christine Casey, DCYF; Anne Hutton, DDD; Becky Houstman, DERS; Carlotta Fuentes, DERS; Christina Olivas, DBME; Tami Steele, DBME; Robert Valenzuela, DCYF; Mary Valikai, DBTS; Joyce Walker, DCSE; Francelia Yazzie, DBME

### 25 Years:

Richard Bonilla, DACS; Nancy Mendoza, DO; Nancy Ramirez, DDD; James Richardson, DCYF; Ernestine Williams, DDD; Peter Aguilar Jr., DERS; Brandon Arterbury, DERS; Patricia Davis, DDD; Pamela Katlin, DBME; Vickie Murillo, DDD; Timothy Sanderson, DERS

### 30 Years:

Leatrice Davis, DDD; Kenneth House, DERS; Marian Sparling, DERS; Richard Barrey, DERS; Ann Frerichs, DDD; Harriet Kolen, DCYF; Elizabeth Steele, DERS; Wilma Taylor, DBTS; Mike Velasquez, DERS

### 35 Years:

## Retirements

Anneta Branch	DERS	21 years of service
Dayne Coffey	DBME	24 years of service
Teresa Hackel	DERS	28 years of service
Robert Lee	DERS	09 years of service
Sandra Olney	DERS	14 years of service
Emma Robinson	DBME	25 years of service
Ileen Sasiadek	DERS	34 years of service
Robert Seagle	DDD	22 years of service
Anna Wynn	DDD	15 years of service
Richard Bonilla	DACS	25 years of service
Leatrice Davis	DDD	30 years of service
Rozanne Deerwester	DERS	16 years of service
Don Greenwalt	DCYF	05 years of service
Marcia Hubbard	DCYF	23 years of service
Shirley A. Hunter	DERS	26 years of service
Marilyn Lagesse	DTS	27 years of service
Valerie Lintz	DERS	24 years of service
John Loughrin	DERS	26 years of service
Marge Maston	DACS	25 years of service
Karel McGuire	DERS	26 years of service
Vince Ornelas	DBME	29 years of service
Isabel Delgado	DBME	30 years of service

## ARIZONA'S WORKFORCE QUARTERLY REVIEW

Winter 2000-2001 was the last Quarterly Review issue to be published in Arizona Economic Trends. Beginning with the first quarter of 2001, Quarterly Review will only appear on the DES Research Administration's web site at the following address:  
<http://www.de.state.az.us/links/economic/webpage/page7.html>

For more information, please contact the Research Administration at: (602) 542-3871.



## Bragging Writes

### To Helen Lacey, Division of Employment and Rehabilitation Services, Phoenix

" I can't thank you enough for helping me getting the job as a medical assistant. I still pinch myself to be sure it isn't a dream. You know how much I wanted to use my skills and knowledge, but more important, now I will get the work hours and days that would allow me to raise my son as that responsibility desires. You got all taken care of for me. We are both happy and we thank you for your helping us. You have contributed a lot to my success. Your attitude is so warm and your friendly smiles mean so much for some one like me who is trying to find a path in this world. Thank you."

L.K.

### To Norma Showalter, Division of Developmental Disabilities, Tucson

"On behalf of everyone at Community Psychologer and Education Services, I want to commend you for your incredible effort as an advocate for M. and G.. We have been working to help them as they struggle with their medical needs and you have been an exceptional support for both of them. When I asked my staff to describe your assistance, they uniformly said "outstanding." Your diligent follow-up with their teams and evident compassion for both men is inspirational. Thank you from all of us.

Thomas Schramski, PH.D.

CEO/Psychologist

### To Cindy Copp, Division of Children, Youth and Families, Phoenix

"I would like to thank you and your staff for organizing the Enhancing Communication Seminar. The Seminar was very informative and useful. Sharing relevant information was a good subject, which, as providers, we need to know in depth. Once again, I would like to thank the speakers Stepahnie Lopez, Don Greenwalt and Lynn O'Malia. All of them did a wonderful job. Please convey my appreciation to each of them. Also, I would like to be included in the future seminars and trainings. Thank you."

Simon Kottoor, MSW

CEO, Sunshine ResidentialHome, Inc.

### To Dave Wigton, Division of Children, Youth and Families, Tolleson

"I am writing this letter of appreciation to you regarding the wonderful, efficient job you are doing at the Tolleson office. I, as a provider for group home and shelters, had a lot of interaction with your office. It is clearly noted that the cases are moving and actions have taken place. Within the short period of time, you have done a wonderful job by communicating with each other particularly regarding the three H children. Supervisors like you, who are committed, will be an asset to the unprivileged children in CPS care. I would like to work in partnership with you by providing the best of the best care for the children. I wish you good luck and I am sure you will do wonders in your unit and make it the best in the district. Thank you for all your hard work."

Simon Kottoor, MSW

CEO Sunshine Residential Homes, Inc.



Arizona Department of Economic Security

The Arizona Department of Economic Security is dedicated to promoting the well-being and self-sufficiency of individuals and families through the delivery of quality integrated services. Published for employees by the Office of Communications.

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DES is an Equal Opportunity  
Employer/Program.  
Available in alternative format.  
(602) 229-2720  
TTY: Arizona Relay Service  
1-800-367-8939



Jane Dee Hull, Governor  
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# Quality Counts

## Speaking With Facts

By: Gloria Diaz

“ As I walked into the dark, quiet room, my intuition told me something was terribly wrong. I turned on the lights and my apprehension grew. There was broken glass on the floor near the window. I walked around to the back of the desk, and I couldn’t believe my eyes. There was a startled Pete leaning over Amy, who was laying on the floor- obviously, dead!”

If you picked up a book and read this passage, you would assume that you had picked up a murder mystery, or a Perry Mason story – the Case of the Startled Strangler, perhaps. If you made that assumption, you’d be wrong. If you read on, you would learn that the speaker was describing the scene as she walked into her den and sensed that her cat, Pete, had sneaked in to get at her goldfish, Amy, whose bowl sat on the window ledge.

When we don’t have all of the facts, our minds can run away with us and lead us to the wrong conclusions. Sometimes when we jump to the wrong conclusions, we make bad decisions. It happens in business and it happens in our personal lives.

Did you ever get a spanking as a child for something one of your siblings had done? Perhaps mom saw you trying to quickly clean up a mess on the carpet without being noticed. You were actually trying to cover up for your little brother, but mom made her decision only on what she saw. You were at the scene of the crime; you had the guilty look on your face. She asked no questions, she didn’t look into the matter any further.